

REGISTERED COMPANY NUMBER: 06227466 (England and Wales)

REGISTERED CHARITY NUMBER: 1145028



**REPORT OF THE TRUSTEES
AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31ST MARCH 2024**

LISTENING EARS LIMITED
REPORT OF THE TRUSTEES
AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
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Listening Ears Limited
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For the Year Ended 31st March 2024

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Listening Ears Limited
Legal and Administrative Information

Chairman Board of Trustees:	Mosad'Oluwa Orotayo
Other Trustee Members:	Oluyemisi Shode Nehemiah Aderibigbe Akinyele Roberta Avwerosuo-Adeda Atinuke Eyiowuawi Bolutife Faseun Jadres Rukina Ferreira
Chief Executive Officer	Olutoyin Ogunbanjo
Registered Company Number	06227466 (England and Wales)
Registered Charity Number	1145028
Registered Office:	YMCA Building Woolwich Dockyard Woolwich London SE18 5PQ
Independent Examiner	Patrick Jusu FCCA PAJ Accountants 10 - 16 Tiller Road Docklands London E14 8PX
Bankers:	Barclays Bank 737 Barking Road Plaistow London E13 9PL Metro Bank 66 - 68B The Bexleyheath Kent DA6 7JN

Listening Ears Limited
Report of the Trustees
For the Year Ended 31 March 2024

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) Effective 1 January 2015.

Listening Ears, founded in October 2006, emerged from a genuine concern for the rising levels of isolation and loneliness within the community. Incorporated on April 26, 2007, as a Company Limited by Guarantee and later registered as a UK Charity in December 2011, our organization is dedicated to reaching out to marginalized individuals facing loneliness, isolation, depression, or grief. Our primary mission is to provide an empathetic supportive space for those in need.

Utilizing a drop-in service, we initiate a welcoming environment by extending a cup of tea and fostering interactive engagement. This approach creates an avenue for individuals to openly discuss their challenges, seek guidance, access information, and obtain referrals for specialized support when necessary. Our focus is particularly on vulnerable groups, offering emotional, health, and overall well-being support.

To accomplish our objectives, we implement empowerment programs and workshops designed to develop life skills and enhance self-esteem. Our commitment extends beyond individuals to encompass families and the wider community, with a special emphasis on those facing various forms of disadvantage. By promoting social inclusion, we strive to benefit the public by creating a more connected and supportive society.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, articles of association, and constitute a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

The legal responsibility for the election of new trustees to Listening Ears lies with the Annual General Meeting (AGM).

The Board recognises that it has only limited control over the election of trustees at the AGM. It is accepted that Listening Ears members should be able to elect people to the board who they believe will best represent their interests. However the existing board members also have a responsibility to ensure that the needs of the organisation in terms of governance are met by those people elected. The Board seek to do this by adopting a system of recommending Trustee appointments to the membership using the steps detailed below. The membership will then decide to elect a recommended candidate or to appoint another person to the board.

Trustees can delegate some aspects of recruitment of Trustees to Management, but they ensure that they retain overall responsibility and control of the recruitment, selection and induction processes. In recruiting new trustees, the existing trustees and management act in the best interests of Listening Ears and in accordance with the Charity Commission directives as laid out in CC30.

Induction and training of new trustees

All trustees are expected to attend:

- Volunteer induction training
- Trustee induction session
- Any other update training of relevance to board members

As part of the induction process all trustees receive copies of the following:

- Outline of current boards skills and experience
- A copy of the previous year's annual report and financial report
- A copy of the memorandum and articles of association (governing document)
- A copy of the previous board meeting minutes (once agreement for appointment has been made by the Trustees)
- Charity Commission CC3 - The essential trustee: What you need to know
- Charity Commission CC60 - The Hall marks of an Effective Charity
- Copies of the trustee handbook with all current up to date policies

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The trustees confirm that they regularly review the significant risks facing the Charity and have systems and procedures in place to mitigate those risks. The risk policy has adopted a risk mapping methodology that is applied to each identified risk, assessing the likelihood of it occurring and the severity of the impact of occurrence on the Charity. The Chief Executive Officer is responsible for the day-to-day monitoring of risk and reporting to the Trustees.

Listening Ears Limited
Report of the Trustees
For the Year Ended 31 March 2024

OBJECTIVES AND ACTIVITIES

Mission and Goals

Our mission revolves around fostering caring friendships, providing encouragement to the lonely, and revitalising the weary. Through these efforts, we aim to alleviate depressive tendencies, enhance social integration, and promote community cohesion.

Total Wellbeing Focus

A cornerstone of our passion lies in the pursuit of total wellbeing. To realise this vision, we deliver information and training that empowers our service users to attain improved health and an elevated quality of life.

Empowerment for Independence

Beyond mental and emotional support, we are dedicated to rebuilding confidence and empowering our service users to lead independent lives. This empowerment extends to fostering economic, vocational, and employment opportunities.

Strategic Partnerships

We recognise the importance of collaboration and we actively engage with external agencies. This strategic approach aims to secure additional support for our clients, aiding them in achieving their desired goals.

Inclusive Membership Policy

Embracing diversity, we maintain an open-door membership policy. Our services are accessible to all, irrespective of ethnicity, race, religion, or educational background. We are committed to creating an inclusive environment that caters to the unique needs of each individual.

Through these objectives and activities, we aspire to make a lasting and positive impact on the lives of those we serve.

Public benefit

Our primary goal is to advance social inclusion for the public benefit by proactively preventing individuals from experiencing social exclusion and facilitating their seamless integration into society. For the purpose of this clause, "socially excluded" refers to the state of being marginalised from society or specific segments of society due to various factors.

These factors include, but are not limited to:

Unemployment

Financial hardship

Youth or old age

Ill health, whether physical or mental

Substance abuse or dependency, encompassing alcohol and drugs

Discrimination based on sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation, or gender re-assignment

Poor educational or skill attainment

Relationship and family breakdown

Poor housing, defined as housing that falls short of basic habitable standards

Involvement in crime, either as a victim or as an offender undergoing rehabilitation into society.

Through our efforts, we aim to create a society where all individuals, regardless of their circumstances, can actively participate, contribute, and thrive.

ACCOMPLISHMENTS AND PERFORMANCE

In the relentless pursuit of our mission and objectives, Listening Ears consistently initiates projects tailored to address identified needs within the lives of our service users and the broader community. These targeted programs are strategically designed to instigate positive transformations in the circumstances of our service users, fostering meaningful and lasting changes.

**Listening Ears Limited
Report of the Trustees
For the Year Ended 31 March 2024**

ACCOMPLISHMENTS AND PERFORMANCE (continued)

KEY INITIATIVES

Feel Good Centres

Recognising the escalating levels of loneliness, particularly among the elderly and those over 50, Listening Ears has developed a targeted initiative to tackle this prevalent issue. The objective of the Feel Good Centres initiative is to create a supportive environment where the elderly and individuals over 50 can access tangible assistance to alleviate loneliness, foster connections, unwind, receive valuable information, and obtain practical support to enhance their health and lifestyle practices which form crucial components of their overall well-being.

The overarching vision involves the establishment of Feel Good Centres across various regions, replicating the success of our award-winning model developed over the past seventeen years while actively seeking ways to enhance it. The primary focus remains on dismantling the barriers of isolation, bolstering the confidence of older individuals, and empowering them to actively contribute to the enhancement of community cohesion.

Feel Good @ The Pavilion

Tailored for individuals aged 50 and above, our program operates within the Flowers Estate in Abbey Wood. In collaboration with various organisations and service providers, we extend services to the elderly through sign-posting and referrals. Information sessions on health, safety, and related topics are also conducted. This project provides both service users and community members with a welcoming space to drop in, socialise, enjoy a cup of tea and fresh fruits, engage in games, forge new friendships, and access support and guidance concerning their health and overall well-being.

Feel Good @ The Nest

In collaboration with Peabody, we have mirrored the Feel Good initiative, now active at The Nest in Thamesmead. This program extends vital support and services to the elderly residing in the Thamesmead and Bexley areas.

Diverse Range of Activities and Programs at our Feel Good Centres

We encourage service users to engage in a variety of enriching programs available at our centres by taking advantage of the following offerings:

Healthy Eating Workshops
Multicultural Cookery Sessions
Arts & Crafts Sessions
Dance Sessions & Gentle Exercise Classes
Summer Day Trips to the Seaside
Health Walks
Herbs & Salad leaves Planting
Massage Sessions
Tai Chi Classes
Luncheon Club

We encourage them to participate in as many programs as possible to enhance their well-being and make the most of their experience with us.

ACCOMPLISHMENTS AND PERFORMANCE (continued)

Community Angels: Befriending & Outreach Program

Designed for individuals who are homebound or living alone, our Befriending & Outreach program, known as Community Angels, brings our support services directly to clients in the comfort of their homes.

Many of these service users experience isolation due to factors such as ill health, disability, old age, depression, mental health challenges, or other social disadvantages. This initiative provides companionship and a sympathetic ear to those seeking someone to talk to. Our primary goal is to utilise this approach to diminish levels of isolation, subsequently reducing tendencies toward depression without reliance on antidepressants. To fulfil this mission, we enlist the services of CRB-checked volunteers who take on the crucial role of befriending.

Steps2Living: Nurturing Health and Total Wellbeing

Our Steps2Living project is dedicated to providing information, support, and empowerment related to Healthy Eating, weight management, and overall wellbeing. Under the guidance of a qualified Health Trainer. We work closely with our clients both individually and in group settings. Our focus is on encouraging them to embrace small, impactful changes that lead to significant positive differences in their health.

Beyond theoretical teachings, Listening Ears takes a hands-on approach by supporting our service users to actively engage in the kitchen. We believe in practical learning, encouraging them to roll up their sleeves and explore culinary skills. Recognising the diversity within our service user base, spanning various ethnicities and cultures, we create opportunities for them to apply newfound knowledge. This includes experimenting with dishes from different cultural backgrounds, incorporating the fundamental principles of healthy cooking into their recipes, and adapting them to their specific cultural preferences.

Food Bank: Nourishing Our Community

In acknowledgment of Listening Ears' profound impact on the local community, we are honoured to be designated as the "Front Of the Shop" charity by Sainsbury's Abbey Wood for four years running. This partnership enables shoppers to contribute non-perishable food items to our charity, allowing us to establish a Food Bank for the community. This crucial service provides essential support to families and community members facing challenges, particularly those adversely affected by the current cost of living crisis.

Our minibus plays a vital role during this challenging period, enabling us to extend additional assistance to our elderly service users. We utilise the minibus to deliver food items directly to their homes, offering a helping hand with shopping and other minor errands. This personalised approach ensures that those in need receive the support required to navigate these trying times.

ROSEBUD CENTRE FOR GIRLS

Rosebud serves as a dedicated support centre for young girls and women, catering to ages 7 to 19, and extending support to women up to age 25 facing disabilities or special needs. Our mission is to navigate the challenges of adolescence, fostering confidence, self-reliance, and balanced emotional health. By empowering these young women, we aspire to cultivate a generation of individuals with positive outlooks, independence, and productivity within their communities and society at large.

At Rosebud, we provide a safe space for expressive communication and idea-sharing, free from judgment. Acceptance for who they are, coupled with guidance, propels them toward their goals. Our diverse array of character development workshops and skills training covers Personal & Life Skills Development, Jewellery Making, Health & Lifestyle, Dance & Physical Exercise, Career Development, CV Writing, Interview Skills, Creative Arts & Fashion Design, Drama, Music, Creative Media, Photography, Film & Animation, as well as engaging Day Trips and Weekend and Weeklong Residentials.

The goal is to educate, empower, and enable these girls to discover their identities, build resilience, and unlock their full potential. Tailoring our support for different age groups, we employ physical activities for pre-teens, exploring identity and self-esteem. As challenges intensify for young teenagers, our workshops address emotional, mental, and physical well-being. For late teens, our services extend to independence and career development, including vocational skill training and nurturing talents in creative arts and cultural industries.

Fostering Confidence Through Rosebud

Throughout the duration of the Rosebud project's exclusive focus on empowering young girls, significant strides in confidence, self-expression, assertion, and participation have been observed. This progress is not only self-reported by the girls but is also evident through keen observations by staff and volunteers. Our meticulously crafted workshops directly addressed prevalent challenges faced by these young women, such as bullying, peer pressure, body image concerns, and navigating challenging relationships.

Structured group activities and personalised one-to-one support have been instrumental in elevating their confidence and self-esteem. Tailored to the specific challenges encountered by the girls, these workshops facilitated open discussions and active participation. The culmination of these efforts materialised in presentations by each girl, designed around their individual vision boards, serving as a tangible representation of their aspirations. This process of self-discovery not only brought their thoughts to life but also cultivated a renewed perception of themselves, fostering a sense of identity and fuelling aspirations for the future.

Listening Ears Limited
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ACCOMPLISHMENTS AND PERFORMANCE (continued)

In addition to workshops, the incorporation of role-playing added a dynamic element, bringing real-life situations to the forefront for discussion. Exploring potential solutions to various scenarios broadened their perspectives, providing them with a repertoire of options and tools to navigate different situations effectively. This approach not only enhanced their problem-solving skills but also empowered them to make informed choices. Furthermore, the girls were encouraged to take ownership of decision-making responsibilities, engaging in positive activities that would shape their future positively.

Promoting Emotional Resilience at Rosebud

The secure environment created by the Rosebud project serves as a vital space for girls to openly discuss the issues and challenges impacting their lives. This deliberate focus minimises the risk of misguided advice from peers. Through our personalised one-to-one and peer mentoring support, we actively contribute to elevating their aspirations, fostering a positive mindset, and encouraging exploration of a bright and promising future for each girl.

Empowering Through Life Skills at Rosebud

Empowering our service users to recognise and enhance their capabilities, Rosebud offers a range of practical workshops that focus on skill building. These exercises are seen as valuable opportunities for economic empowerment, especially in the current employment landscape. The workshops serve as platforms for creativity and self-discovery, bringing out the natural talents of each participant. The independent living skills acquired during residential programs are designed to provide lifelong benefits. Observations and reports indicate increased emotional resilience and a positive outlook on the future. Feedback from parents and periodic assessments highlight improved family relationships, enhanced knowledge of healthy lifestyle practices, including cooking and baking skills, and a heightened awareness of balanced nutrition. These skills empower individuals to take responsibility for their health through regular physical activity.

Building Bridges: Collaborating for Holistic Support

Recognising the multifaceted challenges young women encounter, spanning financial, emotional, and structural issues, we acknowledge the need for comprehensive solutions. To achieve holistic outcomes, we prioritise building robust networks with professional agencies, service providers, and organisations working with young people. We have established partnerships with Challenge Network, YMCA, The Point, Her Centre, Greenwich Youth Offending Services, Family Information Service, Community Safety Team, Mental Health Support Team, Rape Crisis London and Sexual Health Team. Additionally, we maintain a network of contacts within the Greenwich borough, including Children's Services, schools, faith groups, and other local stakeholders who provide referrals.

Our strategy emphasises active participation from service users, empowering them to contribute to program design, structure, and execution, fostering a sense of ownership. For example, addressing the identified challenge of a widening gap between young girls and their mothers, we initiated the RoseGarden forum. This platform encourages interaction and mutual admiration between mothers and daughters through creative activities not typical in a home setting. Responding to mothers' expressed interest, the forum emerged from the observed progress in their daughters.

We recognise the importance of residential breaks within the project, providing a homelike environment for girls to practice acquired skills such as cooking, hygiene, responsibility, teamwork, finance, problem-solving, budgeting, and independence. While the residential program ideally extends to one week or more, we plan to organise multiple breaks throughout the year to accommodate a limited number of girls at a time.

**Listening Ears Limited
Report of the Trustees
For the Year Ended 31 March 2024**

ACCOMPLISHMENTS AND PERFORMANCE (continued)

SUSPENSION OF VITAL SERVICES DUE TO FUNDING SHORTFALL & PREMISES

It is with a heavy heart that we announce the temporary suspension of our project – Rosebud Centre due to an acute funding shortage. Despite our unwavering commitment to serving the community, the stark reality of financial constraints has forced us to make this difficult decision. Over a period of eleven years, Rosebud has been a beacon of hope, offering vital support services to those in need. Regrettably, without adequate financial support, sustaining these critical services has become an insurmountable challenge.

Additionally, the YMCA premises where we operate the project has been under massive renovation and therefore remain closed to all projects and organisations using the premises.

This suspension is not a reflection of our dedication but rather a stark reminder of the financial hurdles that grassroots organisations face. We remain optimistic that, with the support of our community and potential donors, we can revitalise and continue our mission to provide the much-needed support to our service users. Understanding and support during this challenging period are invaluable, and we are actively exploring avenues to secure the necessary funds to reinstate Rosebud Centre and resume our crucial services.

ACKNOWLEDGMENTS AND ACHIEVEMENTS

We take pride in the substantial strides our projects have made in fostering positive change within individuals and the broader community, garnering recognition through various esteemed awards and achievements. Some notable accolades include:

- Best Community-Based Business in Greenwich (2008): A testament to our dedication and impact on the local community.
- Finalist - Community Involvement Category at the London Business Awards (2010): An acknowledgment of our commitment to active community engagement and participation.
- Finalist - Partnership Achievement Category - London Health Commission Awards (2010): Recognizing the collaborative efforts that have contributed to health improvements in the region.
- Community Civic Award for Reducing Isolation – Royal Borough of Greenwich (2019): An esteemed accolade affirming our success in addressing social isolation and making a meaningful difference in the lives of individuals.

FUNDING SOURCES – Restricted & Unrestricted

Funds utilised during this financial year include both restricted and unrestricted fundings, as well as donations and came from the following grant making bodies and organisations listed below.

City Bridge
Awards For All
London Community Foundation
Salway Foundation
Well Tower
Royal Borough of Greenwich
Thamesmead Community Fund
General Donations – Individual donors

Corporate Partners

Annington Ltd
Peabody
Morrisons Thamesmead
Sainsburys Abbeywood
New Covenant Church, Abbeywood
RCCG, Chapel of Mercy, Romford

**Listening Ears Limited
Report of the Trustees
For the Year Ended 31 March 2024**

FINANCIAL REVIEW

Results for the year.

During the year the Charity received £46,813 (2023: £45,453) from donations and grants.

The surplus for the year was £22,494 and 2023 was £1,817, and this balance has been added to the accumulated funds carried forward.

SOME OF OUR PROJECT ACTIVITIES IN PICTURES



Listening Ears Limited
Report of the Trustees
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SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)



Figure 1 Listening Ears' Feel Good project manager Kim Firmin opens the new local B&M store.



SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)



SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)



SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)



Listening Ears Limited
Report of the Trustees
For the Year Ended 31 March 2024

Reserves policy

It is the policy of the charity to set aside 20% of unrestricted funds to the general reserve. This provides sufficient funds to cover management, administration and support costs and to respond to emergencies which may arise from time to time. Funds are maintained at this level throughout the year.

GOING CONCERN

After making enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue its objectives and activities for the public benefit for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the annual report and financial statements.

Further details regarding the adoption of the going concern basis are in note 1 'Accounting Policies' in the financial statements.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Listening Ears Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS102 the Financial Reporting Standard Applicable in the UK and Republic of Ireland.

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006 and charities act 2011. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 28th December 2024 and signed on its behalf by:



Mosad'Oluwa Orotayo
Chair, Board of Trustees

Independent Examiner's Report of Listening Ears Limited

I report on the accounts for the year ended 31 March 2024 set out on pages fifteen to twenty two.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act
- to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

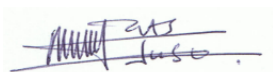
Basis of the independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statements below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that, in any material respect, the requirements
 - to keep accounting records in accordance with Section 386 and 387 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charitieshave not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Patrick Jusu FCCA
Independent examiner
PAJ Accountants
10 - 16 Tiller Road

Docklands, London E14 8PX Date: 30th December 2024.

Listening Ears Limited
Statement of Financial Activities
For the Year Ended 31 March 2024

		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
	Notes	£	£	2024 £	2023 £
INCOMING RESOURCES					
Incoming Resources from generated funds					
<i>Voluntary Income</i>					
Donations	2	15,217	-	15,217	14,961
<i>Grant income</i>					
Grants received	3	-	31,588	31,588	30,493
<i>Investment Income</i>					
Bank Interest received	3a	7	-	7	-
Total Incoming Resources		15,224	31,588	46,812	45,453
RESOURCES EXPENDED					
Resources expended on Charitable Activities:					
Charitable activities costs	4	6,457	10,204	16,661	33,043
Cost of generating voluntary income	5	744	-	744	333
Resources Expended		7,201	10,204	17,405	33,376
Other Resources Expended					
Governance costs	6	579	1,005	1,584	2,622
Other support costs	7	3,197	2,132	5,329	7,638
		3,776	3,137	6,913	10,260
Total Resources Expended		10,977	13,341	24,318	43,636
Net incoming resources for the year		4,247	18,247	22,494	1,817
RECONCILIATION OF FUNDS					
Net movement in funds		4,247	18,247	22,494	1,817
Fund balances brought forward		4,118	3,439	7,557	5,738
Transfer of funds		-	-	-	-
Fund balances carried forward		8,365	21,686	30,051	7,555

Listening Ears Limited
Balance Sheet
At 31 March 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Fixed Assets					
Tangible fixed assets	11	4,550	-	4,550	5,525
		<u>4,550</u>	<u>-</u>	<u>4,550</u>	<u>5,525</u>
Current Assets					
Debtors	12	-	-	-	-
Cash at bank and in hand		4,815	21,686	26,501	3,332
		<u>4,815</u>	<u>21,686</u>	<u>26,501</u>	<u>3,332</u>
Creditors: Amounts falling due within one year	13	-	(1,000)	(1,000)	(1,300)
		<u>-</u>	<u>(1,000)</u>	<u>(1,000)</u>	<u>(1,300)</u>
Net Current Assets		<u>4,815</u>	<u>20,686</u>	<u>25,501</u>	<u>2,032</u>
Net Assets		<u>9,365</u>	<u>20,686</u>	<u>30,051</u>	<u>7,557</u>
Funds	14				
Unrestricted Funds				8,365	4,118
Restricted Funds				21,686	3,439
				<u>30,051</u>	<u>7,557</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective January 2015).

The financial statements were approved by the Board of Trustees on 28th December 2024 and were signed on its behalf



Mosad'Oluwa Orotayo
Chair of Board of Trustees

Listening Ears Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

1 Accounting Policies

Accounting Convention

The accounts have been prepared in accordance with all applicable accounting standards, FRS 102, the Statement of Recommended Practice (SORP), "Accounting and Reporting by Charities" revised 2015 (FRS 102) and the Companies Act 2006, except for the alternative headings that have been used in the Statement of Financial Activities, as the Trustees feel that the revised headings make the accounts easier to read for a non-financial audience. The principal accounting policies adopted in the preparation of the accounts are set out below.

The charity constitutes a public benefit entity as defined by FRS102.

Exemption from preparing a cash flow statement

Exemption has been taken from preparing a cash flow statement on the grounds that the charitable company qualifies as a small charitable company.

Incoming Resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants and Donations

Income from grants and donations is included in incoming resources when these are receivable.

Going concern

The Charity's activities, together with the factors likely to affect its future performance and position are set out in the Report of the Trustees on pages 2 to 8 which describes the structure, governance and management of the Charity; its risk management policies and procedures, its objectives and activities, the achievements, performance and financial position of the Charity, and its plans for the future.

After making enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue its objectives and activities for the public benefit for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the annual report and financial statements.

Resources Expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Cost of generating funds

Cost of generating funds are those costs relating to the generation of income and includes cost related to the management of the charities activities.

Allocation and apportionment of costs

Support cost are those cost related to shared activities of the organisation and are apportioned on a basis considered appropriate to the underlying activities.

Governance costs

Governance costs are the costs associated with the strategic direction of the charity and with meeting regulatory responsibilities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustee

Restricted funds can only be used for particular restricted purposes within the objects of the charity Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Listening Ears Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

2	Voluntary Income	31.03.24	31.03.23
		£	£
	General donations	15,217	14,961
		<u>15,217</u>	<u>14,961</u>
3	Grant Income	31.03.24	31.03.23
		£	£
	The Royal Borough of Greenwich	1,097	13,118
	City Bridge	5,525	-
	HNC UK Management	7,046	-
	London Community Foundation	7,995	-
	Contribution Revenue	-	6,500
	Peabody PCF	-	1,275
	Awards for All	9,925	9,600
		<u>31,588</u>	<u>30,493</u>
3a	Investment Income	31.03.24	31.03.23
	Bank Interest received	7	-
		<u>7</u>	<u>-</u>
	Resources Expended		
4	Charitable activities cost	31.03.24	31.03.23
		£	£
	Project support costs	4,959	4,140
	Wages and other direct cost	9,446	27,328
	Travel and subsistence	1,113	1,005
	Hire of hall	1,118	505
	Printing and publicity	25	65
		<u>16,661</u>	<u>33,043</u>
5	Cost of generating voluntary income	31.03.24	31.03.23
		£	£
	Office entertainment	639	200
	IT /zoom operation expenses	105	104
	Storage expenses	-	29
		<u>744</u>	<u>333</u>
6	Governance costs	31.03.24	31.03.23
		£	£
	Accountancy services	500	900
	Independent examination	500	500
	Bank charges	131	97
	Subscription	253	76
	Consultancy fees	200	1,050
		<u>1,584</u>	<u>2,622</u>

Listening Ears Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

	31.03.24	31.03.23
7 Other support costs	£	£
Motor vehicle expenses	60	305
Pension	-	855
Personal development	-	-
Insurance	300	611
Telephone, internet and fax	509	1,042
Software	-	175
Rent	3,485	3,675
Depreciation	975	975
	<u>5,329</u>	<u>7,638</u>

8 NET INCOMING/(OUTGOING) RESOURCES

	31.03.24	31.03.23
Net resources are stated after charging/(crediting):	£	£
Depreciation - owned assets	975	975
Independent examination fees	1,000	1,300
	<u>1,975</u>	<u>2,275</u>

9 TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

There were no trustees' expenses paid neither for the year ended 31 March 2024 nor for the year ended 31 March 2023.

10 STAFF COSTS

	31.03.24	31.03.23
	£	£
Wages and other direct cost	8,875	24,709
Social security costs	571	2,620
Pension Cost	-	855
	<u>9,446</u>	<u>28,184</u>

The average monthly number of employees during the year was as follows:

31.03.24	31.03.23
<u>2</u>	<u>5</u>

No employees received emoluments in excess of £60,000.

Listening Ears Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

11 Tangible Fixed Assets

All assets relate to the Charity and are used for charitable purposes.

Cost	Motor Vehicle	Office Furniture & Equipment £	Computer equipments £	Total £
At 1st April 2023	6,500	657	1,066	8,223
Improvements	-	-	-	-
Additions	-	-	-	-
	<hr/>	<hr/>	<hr/>	<hr/>
At 31st March 2024	6,500	657	1,066	8,223
	<hr/>	<hr/>	<hr/>	<hr/>
Depreciation				
At 1st April 2023	975	657	1,066	2,698
Charge for the year	975	-	-	975
	<hr/>	<hr/>	<hr/>	<hr/>
At 31st March 2024	1,950	657	1,066	3,673
	<hr/>	<hr/>	<hr/>	<hr/>
Net Book Value				
At 31st March 2024	4,550	-	-	4,550
	<hr/>	<hr/>	<hr/>	<hr/>
Net Book Value	5,525	-	-	5,525
At 31st March 2023	<hr/>	<hr/>	<hr/>	<hr/>

	31.03.2024	31.03.2023
12 Debtors	£	£
	-	-
Prepayment	<hr/>	<hr/>
	-	-
	<hr/>	<hr/>

	31.03.2024	31.03.2023
13 Creditors: Amounts falling due within one year	£	£
Accrued expenses	1,000	1,300
	<hr/>	<hr/>
	1,000	1,300
	<hr/>	<hr/>

Listening Ears Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

14 MOVEMENTS IN FUNDS

	At 1st April 2023	Net Movements in funds	Transfer of Funds	At 31st March 2024
	£	£	£	£
Unrestricted fund	4,118	(4,247)	-	8,365
Restricted funds	3,439	18,247	-	21,686
	<u>7,557</u>	<u>22,493</u>	<u>-</u>	<u>30,051</u>

15 SUMMARY MOVEMENT IN FUNDS FOR THE YEAR

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds	15,224	(10,977)	(4,247)
Restricted funds	31,588	13,341	18,247
	<u>46,812</u>	<u>(24,318)</u>	<u>22,493</u>

Listening Ears Limited
Detailed Statement of Financial Activities
For the Year Ended 31 March 2024

INCOMING RESOURCES	31.03.24	31.03.23
Voluntary & Investment Income	£	£
Donations	15,217	14,961
City Bridge	5,525	-
HNC UK Management	7,046	-
London Community Foundation	7,995	-
Contribution Revenue	-	6,500
The Royal Borough of Greenwich	1,097	13,118
Peabody PCF	-	1,275
Awards for All	9,925	9,600
Bank interest received	7	-
Total income resources	46,812	45,454
RESOURCES EXPENDED		
Other Charitable activities cost		
Project support costs	4,959	4,140
Wages and other direct cost	9,446	27,328
Travel and subsistence	1,113	1,005
Hire of hall	1,118	505
Printing and publicity	25	65
	16,661	33,043
Cost of generating voluntary income		
Office entertainment	639	200
IT /zoom operation expenses	105	104
Storage expenses	-	29
	744	333
Governance costs		
Accountancy services	500	900
Independent examination	500	500
Bank charges	131	97
Subscription	253	76
Consultance fees	200	1,050
	1,583	2,623
Support Costs		
Motor vehicle expenses	60	305
Pensions	-	855
Insurance	300	611
Telephone, internet and fax	509	1,042
Software	-	175
Rent	3,485	3,675
Depreciation	975	975
	5,329	7,638
Total Resources Expended	24,318	43,637
Net Expenditure	22,494	1,817